



DEPARTMENT OF THE NAVY

NAVY EXCHANGE SERVICE COMMAND
3280 VIRGINIA BEACH BOULEVARD
VIRGINIA BEACH, VA 23452-5724

IN REPLY REFER TO:

NEXCOMINST 4067.5H

A

JAN 11 2001

NEXCOM INSTRUCTION 4067.5H

Subj: SHIPS STORE RETAIL AND SERVICE EXCELLENCE AWARD

Encl: (1) Evaluation Criteria for Ships Store Retail and Service Excellence Award

1. Purpose. To provide information on the nomination and evaluation of candidates for the Excellence Award.

2. Cancellation. NEXCOMINST 4067.5G.

3. Overview. The Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM) and Commander, Navy Exchange Service Command (NEXCOM) sponsor the Ships Store Retail and Service Excellence Award program. This program formally recognizes contributions of the Ship's Servicemen to the quality of life of the afloat Sailor and Marine by evaluating their performance in daily operations and services, customer surveys, and performance trends. Each ship that meets or surpasses the program's excellence benchmarks receives recognition documenting the achievements of its Ship's Servicemen. The evaluation period is on a fiscal year basis.

4. Awards and Criteria.

a. Excellence Award. Enclosure (1) provides the evaluation benchmarks for each ship. Ships that meet the qualifying benchmarks noted in enclosure (1) will be evaluated for the award during the period when it is scheduled for its Supply Management Assist (SMA). When a ship does not request an assist visit, the ship will be evaluated for the award during the Supply Management Inspection (SMI). Accountability, sustainability, and crew support will be evaluated by using information from: the Type Commander's Supply Management Assessment (SMA) and Supply Management Inspection (SMI) process, operational analysis, customer evaluation of service, and the Defense Finance and Accounting System reports. Each ship which meets or exceeds the benchmark requirements will receive an Excellence Award.

b. Best of Class. At the end of each fiscal year, all ships within a Type Command that received an Excellence Award during that fiscal year will be reviewed and the one ship, by hull type, with the highest overall score will be designated as the Best of Class. The number of different hull types reviewed and criteria detailed in enclosure (1) will determine the number of awards to be given to ships.

5. Selection. In keeping the selection process simple, the following key points are provided:

a. Each TYCOM establishes a Supply Management Assessment (SMA) / Supply Management Inspection (SMI) schedule for their ships. If a ship meets the qualifying benchmarks noted in enclosure (1), the ship will be evaluated for the Excellence Award during its SMA. If the ship does not request a SMA, the ship will be evaluated for the Excellence Award during its SMI.


b. The award is not a competition between ships, but an evaluation of ships' performance against a fixed set of performance criteria.

c. If the ship has met the qualifying benchmarks noted in enclosure (1), a joint TYCOM/NEXCOM team will conduct the Retail and Service evaluation as part of the SMA/SMI visit.

6. Award Presentation

a. Excellence Award. COMNEXCOM will provide an Award Certificate for presentation to each ship that has met the Excellence Award criteria. In addition, NEXCOM will provide each ship's Commanding Officer with commemorative coins for presentation to their Ship's Servicemen in recognition of their achievement. Each Type Commander will determine the appropriate award ceremony and recognition for their ships.

b. Best of Class Award. COMNAVSUPSYSCOM, COMNEXCOM, and Fleet Commanders will send a special message to each ship judged as the Best of Class in their fleet, recognizing them for their accomplishments. In addition, COMNEXCOM will provide each ship a commemorative plaque. Fleet Commanders will determine the appropriate award ceremony and recognition for their ships.


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EVALUATION CRITERIA FOR SHIPS STORE RETAIL AND SERVICE
EXCELLENCE AWARD

Ships Store Sales and Service Excellence Award

1. Accountability

- a. No excessive or disproportionate losses during past three accounting periods.
- b. No unmatched expenditures on quarterly listing over 24 months old, unless ship can document.

2. Sustain Ability

- a. Ships must have attained a 4.0 or greater stock turn during the last 3 accounting periods.
- b. Ship must have a minimum 10% Gross Profit in retail operations and 40% Gross Profit in drink vending operations in each of the last three accounting periods.
- c. Supply Management Evaluation Grade. For SURFLANT and SURFPAC ships, the grade given by the TYCOM must equal or be above the average grade of all ships evaluated during the last fiscal year. To determine the average, all grades will be listed, the highest and lowest thrown out and the remaining grades averaged. For AIRLANT and AIRPAC ships the grade must be 2 points higher than the minimum grade for excellent.
- d. Emblematic Inventory. The total dollar value of emblematic inventory must not be greater than 15% of total inventory dollar value. Command ball caps or Navy ball caps with ship's insignia that conform to Navy ball cap specifications will not be counted as part of the emblematic inventory.
- e. Store Room Validity. Store room validity must be maintained at 98% or higher.
- f. Customer Survey. The cumulative customer satisfaction score must be 3.0 or higher with no grade less than 2.5 on a 5-point scale.
- g. The ships store must have been in operation for 12 months.

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Best of Class

1. The Best of Class award will be determined by reviewing all ships by hull type that received an Excellence Award during the fiscal year and selecting the ships with the highest cumulative score based on the following criteria:

a. Supply Management Score. The total point score will be multiplied by .50.

b. Customer Survey Score. The total customer satisfaction score based on a 5 point scale will be converted to a 100 point score. Ships with highest score win.

2. Evaluation Notes

a. For SUBLANT and SUBPAC. Whereas there is only one AS hull type in each fleet, those ships will compete in the same competitive category as LHA and LHD hull types. If the SUBPAC/LANT AS hull type has the highest score of all AS, LHA and LHD Excellence Award recipients, it will be designated as a Best of Class ship. Additionally, the next highest "L" ship in the Surface Fleet will also be designated as a Best of Class ship. If the AS hull does not have the best score, only the best "L" ship will be designated as the Best of Class.

b. The Fleet/Award Committee may consider other factors presented to them by the evaluation teams to determine the winner if total scores are within 5 points of each other.

c. To achieve Best of Class status, a ship must maintain the same high level of quality throughout the FY in which it was evaluated. The Fleet/Award Committee will review all ships eligible for the Best of Class award to evaluate continued performance.